

## Instructions for Integrating the BlueBook into SD-Mobile

1. First, please assure you are an active BlueBook subscriber. If you have not already subscribed, go to [appliancebluebook.com](http://appliancebluebook.com)
2. You must associate each of your ServiceDesk Types and Makes with corresponding Appliance and Brand listings within the BlueBook. We call this “mapping.” To do such mapping, please go to [my.rossware.net](http://my.rossware.net), use your Rossware credentials to login, then click on *BlueBook Mapping*. The resulting interface is straightforward:

**Rossware**  
WE MAKE COMPUTERS THINK

Logged in as: [Appliance & Refrigeration Hospital](#) [\[Logout\]](#)

**Menu**

- [Main Page](#)
- [Video Tutorials](#)
- [Survey System](#)
- [SD Mobile](#)
- [CyberOffice](#)
- [QuickPic](#)
- [RoboCalling](#)
- [Emergency Rescue](#)
- [Live Chat](#)
- [Blue Book Mapping](#)
- [Mini Manuals](#)
- [Vote on Project Priorities](#)

**Bluebook Integration Mapping**

If you find the list of items to map excessive, you may choose to clean up your UnitInfoSheet database for types and makes by going into ServiceDesk and pressing Shift+F12. You'll find a question mark in the upper left that explains how to manage your lists.

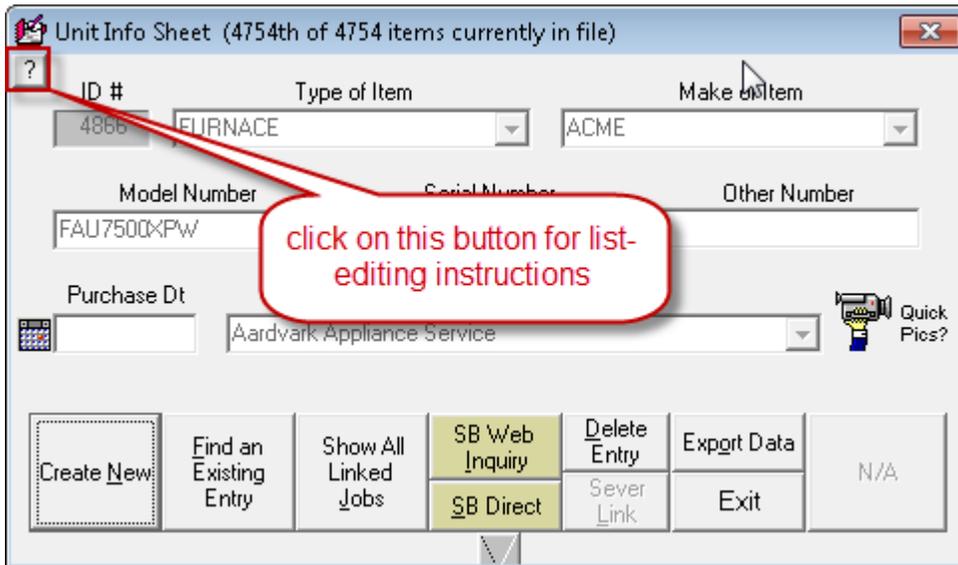
Items that appear faded indicate that you have already selected that item for mapping. You may still choose to map it to multiple items.

[Map Types](#) | [Map Makes](#)

ServiceDesk Mapping	BlueBook Mapping
A/C ▼	Air Conditioners(Window)
DISHWASHER ▼	Dishwashers
DRYER ▼	Dryers
▼	Fireplace
FREEZER ▼	Freezers
DISPOSER ▼	Garbage Disposals
ICEMAKER ▼	Icemakers
ICEMAKER ▼	Icemakers - Grid Style
MICROWAVE ▼	Microwave Ovens
OVEN, WALL OVEN ▼	Ovens Electric (Double)
OVEN, WALL OVEN ▼	Ovens Electric (Single)
OVEN, WALL OVEN ▼	Ovens Gas
VENT/HOOD, BLOWER/VENT, VENT/RAISED ▼	Rangehoods

3. Please note you can choose more than one match. For instance, in the example above, this user matched “Vent/Hood”, “Blower/Vent” and “Vent/Raised” — each from within ServiceDesk — all to the single listing of “Rangehoods” in the BlueBook list. Note also that a single item from within ServiceDesk can be matched to multiple BlueBook items.

4. Be sure to match correspondences for both Makes and Types (the interface defaults initially to Types mapping; you must click on the corresponding opposite to map Makes as well).
5. Ideally, each and every ServiceDesk Type or Make listing should be matched to a BlueBook item (at least if it's a Type or Make that you wish to have BlueBook pricing enabled for).
6. You may find it's easier to do such mapping if you first cleanup your Types and /or Makes lists from within ServiceDesk (i.e., get rid of extra listings, misspelled listings, etc.). If you need guidance on how to delete extraneous listings, it's done from within SD's *UnitInfo* form (Shift-F12). There is a little document there to guide you, accessible by clicking on the button shown here:



We wish to mention, by the way, this kind of cleanup is something that's *very good* to do regardless. Ideally, these dropdown lists should be kept very clean. In other words, there should be but a single listing per Make. Thus, you should not have G.E. in there once as "G.E.", another time as "GE", still another instance as "GENERAL ELECTRIC" – and perhaps another still as "GENERAL ELEKTRIC".

Similarly, for Types you should not have listings of "REFRIGERATOR", "FRIDGE", "FRIGERATOR", "REFER", "REFRIG" and "REFRIGERATER".

We see these kinds of messed-up listings all the time. They are not beneficial. If your lists are at all similar, we highly suggest you take the time to clean them up.

Beyond that, we suggest you *keep* them clean. To do this, please assure password protection is turned on, for adding items to these lists (it's a Security-Form setting). Additionally, please assure no personnel have credentials to use an applicable password, except those very few (if any) whom you can trust to resist recklessly adding in new entries that should not be added (if you need assistance on this, please consult with Rossware).

7. Back on the BlueBook website ([appliancebluebook.com](http://appliancebluebook.com)), the administrator of your account must login to its *Control Panel*, click on “Users Menu,” and in the resulting interface enable each SD-Mobile User that you wish to setup:

**Appliance Hospital**  
\*\* NEW \*\* Have old slow moving or NLA parts you wish to sell? - [Check out MPH Inventory Upload Feature](#)  
Save with our new Product Combos below. Also check out [The Online Blue Book Video](#)

Items to Buy | Users Menu | Vendors Menu | Inventory Management | Account Management

**User Info:**

User Name:  Required

User Login (Email):  Required

Password:  (Leave blank if you don't want to change it)

Is Active:

Allow Nationwide Search:

Allow Blue Book Page:  Subscription Applies, \$0.00 per additional user over 0 user(s)

**SD Mobile User ID:**

Allow to see ALL Users Job Rates:

PC Application user over-ride:

Restrict Affiliate Inventory:

**Has rights to Vendors:**

- Marcone
- Reliable Parts
- WL May
- West Coast Parts
- Great Plains Appliance Parts
- AP Depot
- GE
- CoreCentrics
- Encompass

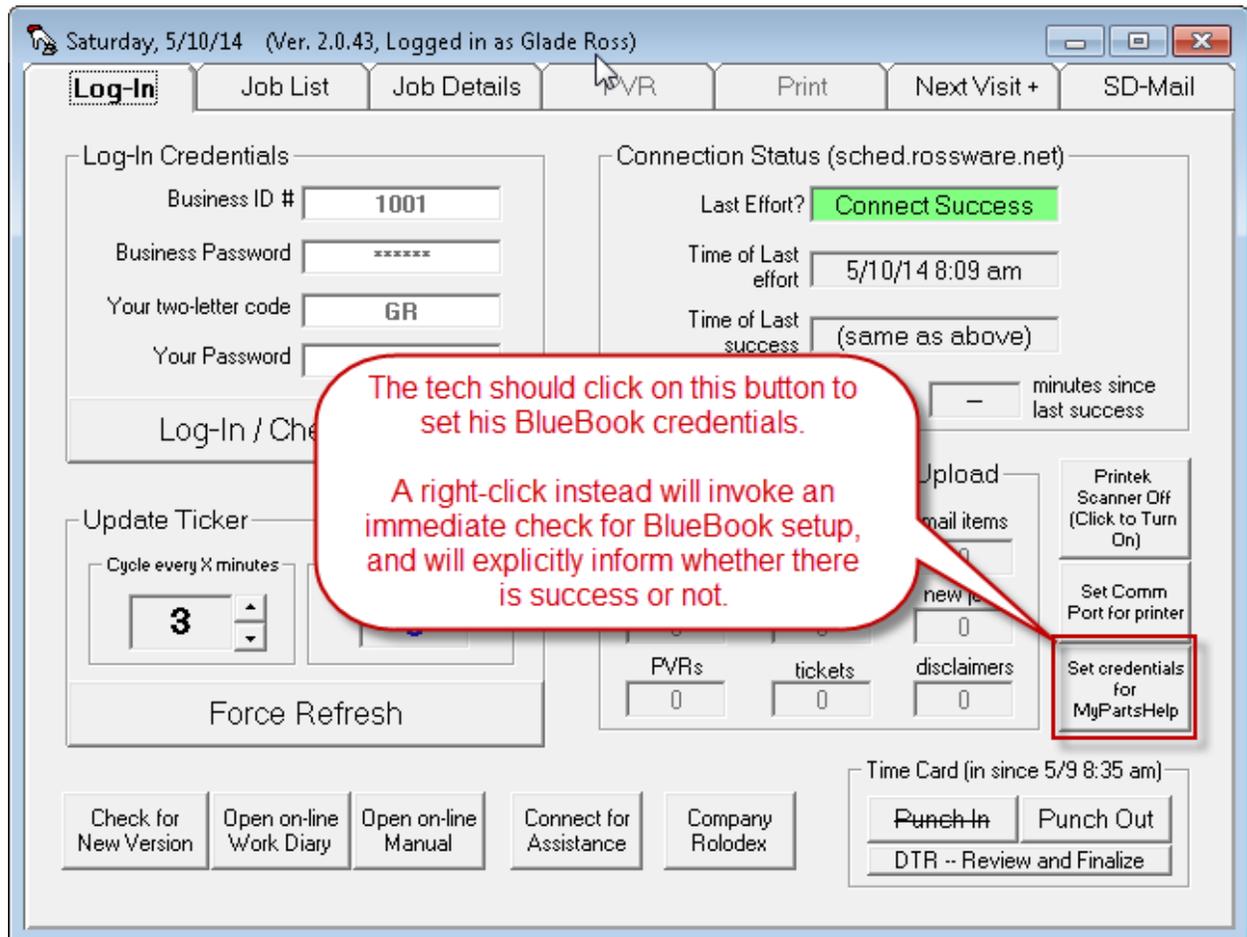
Please note the “SD Mobile User ID” box. What’s expected there is the two-letter code that’s used from within ServiceDesk to identify the technician involved (i.e., same as setup for each tech from within SD’s Settings form, and same as the tech uses as one element of his login credentials into SD-Mobile).

The above completes all setup work as needed from contexts other than within Mobile itself.

8. Now we turn to what the tech must do from within his Mobile interface.
9. In general, if you already had a tech setup to use MyPartsHelp (and if you’ve used your BlueBook control panel to enable the same tech for BlueBook use), the tech needs do nothing at all. He will

have already provided SD-Mobile with his SCS credentials. The machinery within SD-Mobile will use those same credentials to “see” that he is now enabled for BlueBook— and with his next-morning login will automatically download applicable data, and poise him for use.

10. If the tech was not already setup in such manner, he will need to inform SD-Mobile of his SCS credentials. This is done by clicking on the button shown here:



11. In general, SD-Mobile is programmed to look for a BlueBook setup only with the tech’s first-of-the-day login. Additionally (and at least in normal circumstances), it is not programmed to verbally inform him of whether there is success or failure (in particular, regarding validity of his credentials). If the tech wants a check to be made via other than his first-of-the-day login, and/or if he wants the system to verbally inform as to what results from the connection effort, there is a simple procedure: he should *right-click* on the button shown above (i.e., as opposed to doing a standard left-click).
12. There is indeed one visual indicator. The button (as shown above) will turn a light shade of blue when the system recognizes a valid BlueBook setup.

13. Now the tech is ready to use BlueBook integration in SDMobile. It is simple, and all but automated. All the tech must do, for actual use, is click into the JobCd box within the FlatRates section of Mobile's *Print* page. The system will then present a list of all BlueBook flat-rate listings as specifically applicable to the Type and Make for the machine involved.

Loaded for Job # 436665, Fri/Van (SD-Mobile Ver. 2.0.43)

Log-In Job List Job Details PVR **Print** Next Visit + SD-Mail

**Assemble Data for Insertion to Ticket**

Pick from drop-down to insert to this list only.  
Dbl-Click to also insert to PVR WorkDescription

Work-Description Options

JobCd	Description	Price	
J13	ADAPTIVE DEFFROST CONTROL	185.00	86.00
F12	CLEAN CONDENSER (FRONT)	145.00	66.00
J13	CLEAN CONDENSER (REAR)	185.00	86.00
L14	CLEAN DRAIN AND CONDENSER	185.00	106.00
C1	IF BOTH MUST BE CLEANED FROM REAR AD	109.00	30.00
W19	COMPRESSOR **	352.00	273.00
J13	COMPRESSOR RELAY STARTER	185.00	86.00
L14	COMPRESSOR RELAY/OVERLOAD ASSM	185.00	106.00

Qty Part # Description PerItem Extndd

Total Parts:  Total Labor:  Other:  Sales Tax:  0.00 TotalTicket:  0.00

Insert \$0.00 to ticket as SD-reckoned prior received

Money Collected:  \$  #   \$  #

Run a Credit/Debit

Tax Rates:  0 Parts  0 Labor

Hide Pricing:  Parts listings  All but total  All  Omit Part #s  Estimate Only  Use French

Past/Prior Ticket:  Finalize Ticket...   re-Virginate

Convey Ticket to Customer...  
via Email:   via Local Printer:

14. All the tech must do is locate any listings as applicable, and click to select.
15. If insertion is to the first row, the system will insert the price as seen in the first column (it's this price that combines service call with labor). If insertion is to any other row, it will insert the price as found in the second column (this would be applicable to any situation where the service call should not be inclusive, e.g., it's an added labor item or a callback element).
16. There are some other elements that will become obvious to the tech, such as if he floats his mousepointer over the listings, a ToolTip will indicate what are the *standardized national rates* for each respective item (i.e., as opposed to what you may have particularly setup for you company); this can be useful if the tech wants to show the customer that your rates compare favorably. Overall and regardless, plain old usage of the system is just as simple as described.